

**DEPARTMENT OF JUSTICE  
OFFICE OF THE ATTORNEY GENERAL  
DIRECTORATE DIVISION  
COMMUNITY AWARENESS, RESPONSE, AND ENGAGEMENT  
PUBLIC INQUIRY UNIT**

**NAME:** Vacant

**CLASSIFICATION:** Analyst III

**WORKING TITLE:** Operations Analyst

**STATEMENT OF DUTIES:** The Analyst III is the subject matter expert and independent internal consultant to Public Inquiry Unit (PIU) supervisors, staff, and senior leadership in the Department, the Office of Community Awareness, Response, and Engagement (CARE). The Analyst III is a highly skilled consultant within the unit, responsible for overseeing key program operations and leading projects that are critical to PIU and the Department's mission. The Analyst III will be expected to frequently communicate and collaborate with internal stakeholders such as the Consumer Protections Section, Division Chiefs, and Special Assistant Attorneys General. The Analyst III will handle complex and sensitive program development, serve as a point of contact for high-level stakeholders, and ensure compliance with legislative, legal, and programmatic requirements.

**SUPERVISION RECEIVED:** Reports to the Supervisor I.

**SUPERVISION EXERCISED:** None. May act as the lead PIU consultant on special projects and as needed.

**TYPICAL WORKING CONDITIONS:** In a remote work environment, home office or similar environment. At the office, an interior office or cubicle in a smoke-free environment located within a high-rise building.

**ESSENTIAL FUNCTIONS:**

40% Serves as the subject matter expert for the unit and CARE leadership on consumer policies, regulations, laws, and best practices. Ensures that unit policies and procedures are in alignment with Department and State consumer priorities and policies, laws, and regulations. Identifies local, state, and federal trends, and develops guidance and recommendations for unit handling of consumer protection complaints. Provides oversight and subject matter expertise in the handling of the most complex consumer complaints and correspondence from the public. Identifies, monitors, and evaluates trends, policies, regulations, and laws that impact consumer and constituent practices within the Unit. Tracks and monitors proposed legislation that affect the Unit and makes fiscal recommendations on resources and program

implementation. Provides administrative and logistic recommendations to senior leadership on relevant legislative developments, actions and trends, identifying program impacts and recommend solutions to senior CARE leadership. Develops internal processes and ensures compliance with legislation, rules, regulations, and Department policies regarding constituent services.

- 35% Serves as the lead for operational needs of the unit, including but not limited to, systemic internal processes, assessing internal procedures, identifying gaps, and developing recommendations and sound program processes and procedures in response to new Department policies, priorities, legislative actions, and Unit needs to better serve California constituents. Provides guidance and recommendations to Unit management on process improvements, including but not limited to, constituent, business, and public official correspondence intake, triage, and workflow within the Unit, in addition to coordination and collaboration between the unit and appropriate legal programs to execute the work of constituent services and the Department. Maintains and oversees the unit's constituent complaint database, serves as vendor and California Justice Information Services' point of contact, compiles statutorily mandated data, and develops system maintenance plan and manages contracts to ensure unit and Department priorities are executed.
- 15% Serves as program liaison with senior leadership of the Public Rights Division and programs specific to consumer matters and represents program in high level meetings with external partners. Leads or assists with special assignments and projects from program and Division leadership to further enhance PIU and the Department's goals and objectives, and constituent services. Provides training to staff on handling of consumer complaints, program initiatives, program database and developments, and other subject matter, as needed. Provides database training to Department stakeholders. Provides training and presentations to senior leadership and other Department programs.
- 10% Evaluates and maintains the Unit's template letter responses repository and ensures that all correspondence is current and legally sound to ensure that constituents receive accurate and comprehensive responses from the Department. Coordinates and collaborates on unit written responses with appropriate legal staff on large-scale investigations, settlements, lawsuits, and other legal actions. Reviews and audits all template letters, makes updates, and discontinues letters appropriately.

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I have read and understand the essential functions and typical physical demands required of this job (please check one of the boxes below regarding a Reasonable

Accommodation):

- I am able to complete the essential functions and typical physical demands of the job without a need for a reasonable accommodation.
- I am able to complete the essential functions and typical physical demands of the job but will require a reasonable accommodation. I will discuss my reasonable accommodation request with my supervisor.
- I am unable to perform one or more of the essential functions and typical physical demands of the job, even with a reasonable accommodation.
- I am not sure that I will be able to perform one or more of the essential functions and typical physical demands of the job and will discuss the functional limitations I have with my supervisor.

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Employee's Signature

Date

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Supervisor's Signature

Date